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Monge, Elaine (SCA)

From: noreply@formstack.com
Sent: Tuesday, November 22, 2016 6:58 PM
To: Breaches, Data (SCA)
Subject: Security Breach Notifications

Formstack Submission for form Security Breach Notifications

Submitted at 11/22/16 6:57 PM

Business Name: Brennan Recupero Cascione Scungio and McAllister LLP

Business Address: 362 Broadway
Providence, RI 02009

Company Type: Other

Your Name: Ryan Loughlin

Title: Partner

Contact Address: 1275 Drummers Lane
Suite 302
Wayne, PA 19087

Telephone Number: (267) 930-4786

Extension:

Email Address: rloughlin@mullen.legal

Relationship to Org: Other

Breach Type: Electronic

Date Breach was Discovered: 08/15/2016

Number of Massachusetts Residents Affected: 252

Person responsible for data breach.: Unknown

Please give a detailed explanation of how the data breach occurred.: See Exhibit 1 to be emailed today

Please select the type of personal information that was included in the breached data.: Social Security Numbers = Selection(s)

Please check ALL of the boxes that apply to your breach.: The breach was a result of a malicious/criminal act. = Selection(s)

For breaches involving paper: A lock or security N/A

mechanism was used to physically protect the data.:

Physical access to systems containing personal information was restricted to authorized personnel only.:

N/A

Network configuration of breached system:

Closed System

For breaches involving electronic systems, complete the following:

Personal information stored on the breached system was password-protected and/or restricted by user permissions. = Selection(s)

All Massachusetts residents affected by the breach have been notified of the breach.:

Yes

Method(s) used to notify Massachusetts residents affected by the breach (check all that apply)::

US Mail = Selection(s)

Date notices were first sent to Massachusetts residents (MM/DD/YYYY):

11/22/2016

All Massachusetts residents affected by the breach have been offered complimentary credit monitoring services .:

Yes

Law enforcement has been notified of this data breach.:

No

Please describe how your company responded to the breach. Include what changes were made or may be made to prevent another similar breach from occurring.:

See Exhibit 1 to be emailed today

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This is a customer service email.

Formstack, LLC

8604 Allisonville Rd.

Suite 300

Indianapolis, IN 46250

Monge, Elaine (SCA)

From: Paul McGurkin <pmcgurkin@mullen.law>
Sent: Tuesday, November 22, 2016 10:07 PM
To: Breaches, Data (SCA)
Cc: John Mullen; Ryan Loughlin; Noel Lockridge
Subject: Notice of Data Event -- Exhibits
Attachments: Brennan -- Notice of Data Event - MA - Exhibit 1.pdf

Good evening,
Attached are the exhibits to the Notice of Data Event filed earlier this evening.

Regards,
Paul

Paul T. McGurkin, Jr.
Attorney
Mullen Coughlin LLC
1275 Drummers Lane, Suite 302
Wayne, PA 19087
(267) 930-4788 - Office
(267) 474-5412 - Mobile
pmcgurkin@mullen.legal



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This email may be an attorney-client communication or otherwise confidential and privileged. If you are not the intended recipient, or received it in error, do not review or copy. Please immediately notify the sender and permanently delete/destroy the email and attachments.

Exhibit 1

We represent Brennan Recupero Cascione Scungio and McAllister LLP, 362 Broadway, Providence, Rhode Island 02009 ("Brennan Recupero"), and are writing to notify you of a data security incident that may affect the security of the personal information of two hundred and fifty-two (252) Massachusetts residents. The investigation into this incident is ongoing and will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, Brennan Recupero does not waive any rights or defenses regarding the applicability of Massachusetts law or personal jurisdiction.

Nature of the Cyber Security Incident

On August 15, 2016, the credentials for a Brennan Recupero attorney were briefly used by an unauthorized individual to remotely access its computer network. The unauthorized access was quickly discovered and Brennan Recupero immediately reset all user passwords to the network to prevent any further access to the network. In addition, Brennan Recupero launched an internal investigation and retained third-party forensic experts to determine whether the unauthorized individual accessed any data within our network and if so, the extent of that access. Brennan Recupero determined that while the unauthorized individual or individuals had access to Brennan Recupero's network, certain personal information was accessible and may have been viewed by the unauthorized individual including individuals' names, Social Security number, date of birth, address, driver's license/state identification number, bank account information, medical information and health insurance information.

Notice to Massachusetts Residents

On or around October 10, 2016, Brennan Recupero and its forensic experts completed a review of the files accessible to identify those whose information was accessible and the type of information related to these individuals that was contained in the accessible files. This review process involved both a programmatic and manual review of a variety of different file types to identify those who may be impacted. Given the complexity and volume of documents to be reviewed, this process took some time once the accessible files were identified. Brennan Recupero then moved to provide notice to the identified individuals who may be affected by this incident.

On November 22, 2016, Brennan Recupero began mailing notice letters to potentially affected individuals which includes two hundred and fifty-two (252) Massachusetts residents. The notice will be provided in substantially the same form as the letter attached here as *Exhibit A*.

Other Steps Taken

Brennan Recupero is offering potentially affected individuals complimentary access to twelve (12) months of free credit monitoring and identity restoration services with AllClear ID. Additionally, Brennan Recupero is providing potentially affected individuals with information on how to protect against identity theft and fraud, including information on how to contact the Federal Trade Commission, the state attorney general, and law enforcement to report any attempted or actual identity theft and fraud. In addition to providing notice of this incident to

you, Brennan Recupero is providing written notice of this incident to other state regulators where required.

Exhibit A

Brennan, Recupero, Cascione, Scungio & McAllister, LLP
Attorneys At Law
Processing Center • P.O. BOX 141578 • Austin, TX 78714



00207
JOHN Q. SAMPLE
1234 MAIN STREET
ANYTOWN US 12345-6789

November 22, 2016

Re: Notice of Data Security Incident

Dear John Sample,

Brennan Recupero Cascione Scungio and McAllister LLP ("Brennan Recupero") is writing to inform you of an event that occurred on August 15, 2016 that may affect the privacy of your personal information. We are notifying you to ensure that you are aware of the incident so that you can take steps to protect your information should you feel it is appropriate to do so.

Upon learning about this incident, Brennan Recupero launched an investigation, which is ongoing. We take this incident, and the security of your personal information, very seriously. We have stringent security measures in place to protect the security of information in our possession, and, as a result of this incident, we are working to implement additional safeguards to protect the privacy and security of this information.

While we have no evidence your information was specifically impacted or that your information has been misused, as an added precaution, we have arranged to have AllClear ID protect your identity for 12 months at no cost to you. The following identity protection services start on the date of this notice and you can use them at any time during the next 12 months.

AllClear Identity Repair: This service is automatically available to you with no enrollment required. If a problem arises, simply call 1-855-865-6894 and a dedicated investigator will help recover financial losses, restore your credit and make sure your identity is returned to its proper condition.

AllClear Credit Monitoring: This service offers additional layers of protection including credit monitoring and a \$1 million identity theft insurance policy. For a child under 18 years old, AllClear ID ChildScan identifies acts of credit, criminal, medical or employment fraud against children by searching thousands of public databases for use of your child's information. To use this service, you will need to provide your personal information to AllClear ID.

You may sign up online at enroll.allclearid.com or by phone by calling 1-855-865-6894 using the following redemption code: Redemption Code.

Please note: Additional steps may be required by you in order to activate your phone alerts and monitoring options.

We encourage you to remain vigilant, to review your account statements, and to monitor your credit reports and explanation of benefits forms for suspicious activity. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.



At no charge, you can also have these credit bureaus place a "fraud alert" on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below.

Equifax
P.O. Box 105069
Atlanta, GA 30348
800-525-6285
www.equifax.com

Experian
P.O. Box 2002
Allen, TX 75013
888-397-3742
www.experian.com

TransUnion
P.O. Box 2000
Chester, PA 19022-2000
800-680-7289
www.transunion.com

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

Under Massachusetts law, consumers may place a security freeze on their credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without the consumer's written authorization. However, please be advised that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services.

If you have been the victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze. If you incur a cost to place a security freeze, please let us know.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies: Equifax (www.equifax.com), Experian (www.experian.com), and TransUnion (www.transunion.com) by regular, certified or overnight mail to the addresses below:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
1-800-685-1111
<https://www.freeze.equifax.com>

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com/freeze/center.html

TransUnion
P.O. Box 2000
Chester, PA 19022-2000
1-888-909-8872
www.transunion.com/securityfreeze

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft;
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit file report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both, that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and Social Security number) **and** the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to remove the security freeze.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) **and** the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

You can also further educate yourself regarding identity theft, security freezes, and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (877-438-4338); and TTY: 866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can also obtain further information on how to file such a complaint by way of the contact information listed above. Instances of known or suspected identity theft should also be reported to law enforcement, the FTC, and the Massachusetts Attorney General.

If you have questions or concerns that are not addressed in this notice letter, you may call the dedicated call center we've established regarding this incident. The call center is staffed with professionals who can answer questions about this incident and give you information on how to protect against misuse of your information. The call center is available Monday through Saturday, 9:00 a.m. to 9:00 p.m. E.S.T., at 1-855-865-6894.

We take the privacy of clients' personal information seriously. We sincerely regret any inconvenience or concern this incident has caused you. The security of your information is a priority to us, and we are taking steps to reduce the likelihood of an incident like this from happening again.

Sincerely,

Benjamin M. Scungio

Benjamin M. Scungio

Ronald F. Cascione

Ronald F. Cascione



Breaches, Data (SCA)

From: Paul McGurkin <pmcgurkin@mullen.law>
Sent: Monday, December 05, 2016 6:24 PM
To: Breaches, Data (SCA)
Cc: Ryan Loughlin; John Mullen; Noel Lockridge
Subject: Supplemental Notice of Data Security Incident
Attachments: Brennan -- Supplemental Notice of Data Event - MA.PDF

Good evening,
Please see the attached Supplemental Notice of Data Security Incident.

Regards,
Paul

Paul T. McGurkin, Jr.
Attorney
Mullen Coughlin LLC
1275 Drummers Lane, Suite 302
Wayne, PA 19087
(267) 930-4788 - Office
(267) 474-5412 - Mobile
pmcgurkin@mullen.legal



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Ticket # 100860.



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Ryan C. Loughlin
Office: 267-930-4786
Fax: 267-930-4771
Email: rloughlin@mullen.law

1275 Drummers Lane, Suite 302
Wayne, PA 19087

December 5, 2016

VIA FIRST CLASS U.S. MAIL

Attorney General Maura Healey
Office of the Attorney General
One Ashburton Place
Boston, MA 02108-1518

VIA EMAIL ONLY

Commonwealth of Massachusetts
Office of Consumer Affairs and Business Regulation
10 Park Plaza, Suite 5170
Boston, MA 02116
Email: data.breaches@state.ma.us

Re: Supplemental Notice of Data Security Incident

Dear Sir or Madam:

We write to supplement the November 22, 2016 Notice of Data Security Incident ("November 22 Notice") submitted on behalf of Brennan Recupero Cascione Scungio and McAllister LLP ("Brennan Recupero"). By providing this supplemental notice, Brennan Recupero does not waive any rights or defenses regarding the applicability of Massachusetts law or personal jurisdiction.

Nature of the Cyber Security Incident

As noted in the November 22 Notice, the process to identify the potentially affected population was time consuming and involved the work of third party forensic investigators, Brennan Recupero and the clients who provided the information involved to Brennan Recupero. After identifying the potentially affected individuals, Brennan Recupero determined that they lacked address information for many of the potentially affected individuals. Brennan Recupero worked with a third party to locate the needed address information for the potentially affected individuals so that Brennan Recupero could provide them with written notice. This process was recently completed and the additional address information showed that the personal information of three thousand, three hundred and ninety-nine (3,399) additional Massachusetts residents was contained in files

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that were accessible to the unauthorized individual. The total number of potentially affected Massachusetts residents is three thousand, six hundred and fifty-seven (3,657). Brennan Recupero currently believes that no additional Massachusetts residents were potentially affected by this incident but will further supplement this notice should it become aware of any new significant facts subsequent to its submission.

On December 5, 2016, Brennan Recupero will be mailing a notice letter to the additional potentially affected Massachusetts residents in substantially the same form as the letter attached here as *Exhibit A*.

Contact Information

Should you have any questions regarding this supplemental notification or other aspects of the cyber security incident, please contact me at (267) 930-4786.

Very Truly Yours,

A handwritten signature in black ink, appearing to read "Ryan Loughlin", with a stylized flourish at the end.

Ryan C. Loughlin of
MULLEN COUGHLIN LLC

RCL:ncl

Enclosure

Exhibit A

Brennan, Recupero, Cascione, Scungio & McAllister, LLP
Attorneys At Law
Processing Center • P.O. BOX 141578 • Austin, TX 78714



00001
JOHN Q. SAMPLE
1234 MAIN STREET
ANYTOWN US 12345-6789

December 5, 2016

Re: Notice of Data Security Incident

Dear John Sample,

Brennan Recupero Cascione Scungio and McAllister LLP ("Brennan Recupero") is writing to inform you of an event that occurred on August 15, 2016 that may affect the privacy of your personal information. We are notifying you to ensure that you are aware of the incident so that you can take steps to protect your information should you feel it is appropriate to do so.

Upon learning about this incident, Brennan Recupero launched an investigation, which is ongoing. We take this incident, and the security of your personal information, very seriously. We have stringent security measures in place to protect the security of information in our possession, and, as a result of this incident, we are working to implement additional safeguards to protect the privacy and security of this information.

While we have no evidence your information was specifically impacted or that your information has been misused, as an added precaution, we have arranged to have AllClear ID protect your identity for 24 months at no cost to you. The following identity protection services start on the date of this notice and you can use them at any time during the next 24 months.

AllClear Identity Repair: This service is automatically available to you with no enrollment required. If a problem arises, simply call 1-855-804-2467 and a dedicated investigator will help recover financial losses, restore your credit and make sure your identity is returned to its proper condition.

AllClear Credit Monitoring: This service offers additional layers of protection including credit monitoring and a \$1 million identity theft insurance policy. For a child under 18 years old, AllClear ID ChildScan identifies acts of credit, criminal, medical or employment fraud against children by searching thousands of public databases for use of your child's information. To use this service, you will need to provide your personal information to AllClear ID.

You may sign up online at enroll.allclearid.com or by phone by calling 1-855-804-2467 using the following redemption code: Redemption Code.

Please note: Additional steps may be required by you in order to activate your phone alerts and monitoring options.

We encourage you to remain vigilant, to review your account statements, and to monitor your credit reports and explanation of benefits forms for suspicious activity. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.



01-02-1-00

At no charge, you can also have these credit bureaus place a "fraud alert" on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below.

Equifax
P.O. Box 105069
Atlanta, GA 30348
800-525-6285
www.equifax.com

Experian
P.O. Box 2002
Allen, TX 75013
888-397-3742
www.experian.com

TransUnion
P.O. Box 2000
Chester, PA 19022-2000
800-680-7289
www.transunion.com

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

Under Massachusetts law, consumers may place a security freeze on their credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without the consumer's written authorization. However, please be advised that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services.

If you have been the victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze. If you incur a cost to place a security freeze, please let us know.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies: Equifax (www.equifax.com), Experian (www.experian.com), and TransUnion (www.transunion.com) by regular, certified or overnight mail to the addresses below:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
1-800-685-1111
<https://www.freeze.equifax.com>

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com/freeze/center.html

TransUnion
P.O. Box 2000
Chester, PA 19022-2000
1-888-909-8872
www.transunion.com/securityfreeze

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft;
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit file report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both, that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and Social Security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to remove the security freeze.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

You can also further educate yourself regarding identity theft, security freezes, and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (877-438-4338); and TTY: 866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can also obtain further information on how to file such a complaint by way of the contact information listed above. Instances of known or suspected identity theft should also be reported to law enforcement, the FTC, and the Massachusetts Attorney General.

If you have questions or concerns that are not addressed in this notice letter, you may call the dedicated call center we've established regarding this incident. The call center is staffed with professionals who can answer questions about this incident and give you information on how to protect against misuse of your information. The call center is available Monday through Saturday, 9:00 a.m. to 9:00 p.m. E.S.T., at 1-855-804-2467.

We take the privacy of clients' personal information seriously. We sincerely regret any inconvenience or concern this incident has caused you. The security of your information is a priority to us, and we are taking steps to reduce the likelihood of an incident like this from happening again.

Sincerely,

Benjamin M. Scungio

Benjamin M. Scungio

Ronald F. Cascione

Ronald F. Cascione

